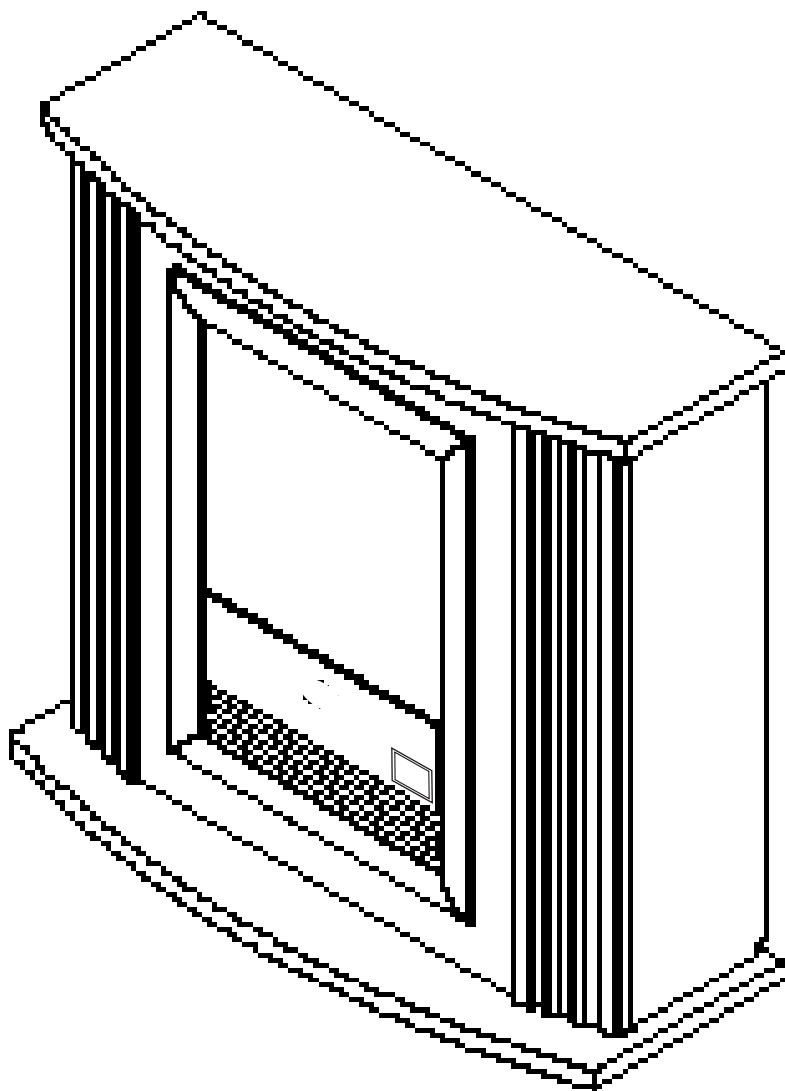


Service Manual

Mozart Fireplace

Model Numbers:
CFP3913



Dimplex North America Limited
1367 Industrial Road • Cambridge ON Canada N1R 7G8
1-888-346-7539 • www.dimplex.com

REV	PCN	DATE
00	11637	Sep 23, 09

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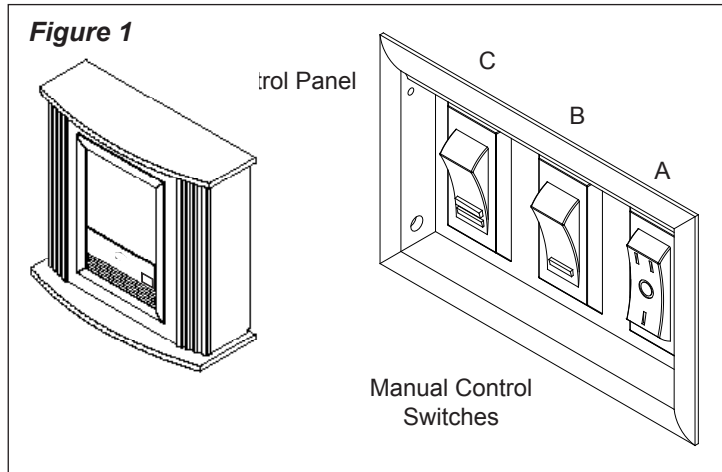
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Operation

Electric Fireplace Manual Control

The manual controls for the unit are located behind the control panel on the front of the firebox (Figure 1). A switch is in the ON position when the side with the markings on it (i.e. I, or II) is pushed in.



A - 3 Position On/Off Switch

(I) Manual mode

Controls the electricity supply to the heater and flame manually.

(II) Remote mode

Allows the control of electricity supply to the heater and flame through the use of the supplied remote control.

! **NOTE:** This switch must be in the ON (I) position for heater to operate with or without heat.

B - Low Heat Switch

(I) Provides 715 Watt heat output.

C - High Heat Switch

(II) Provides 1430 Watt heat output with Switch B.

! **NOTE:** If Switches B and C are in the off position, only the flame effect will turn on when Switch A is activated.

Remote Control

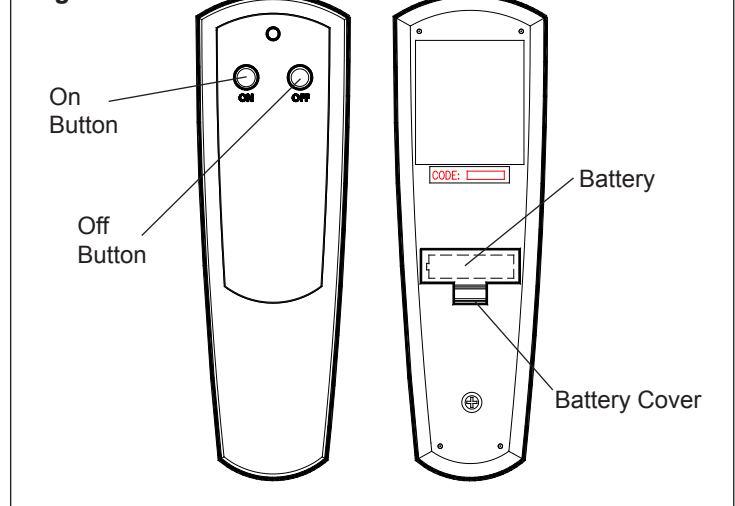
The fireplace is supplied with an integral on/off remote control.

! **NOTE:** Ensure that the fireplace's 3 Position On/Off Switch is set to the remote control setting (I.E.. II).

To operate: push **ON** button to turn fireplace on; push **OFF** button to turn fireplace off (Figure 2).

! **NOTE:** Remote control operates main power supply. Heat must still be controlled by switches on fireplace.

Figure 2



Battery Installation/Replacement

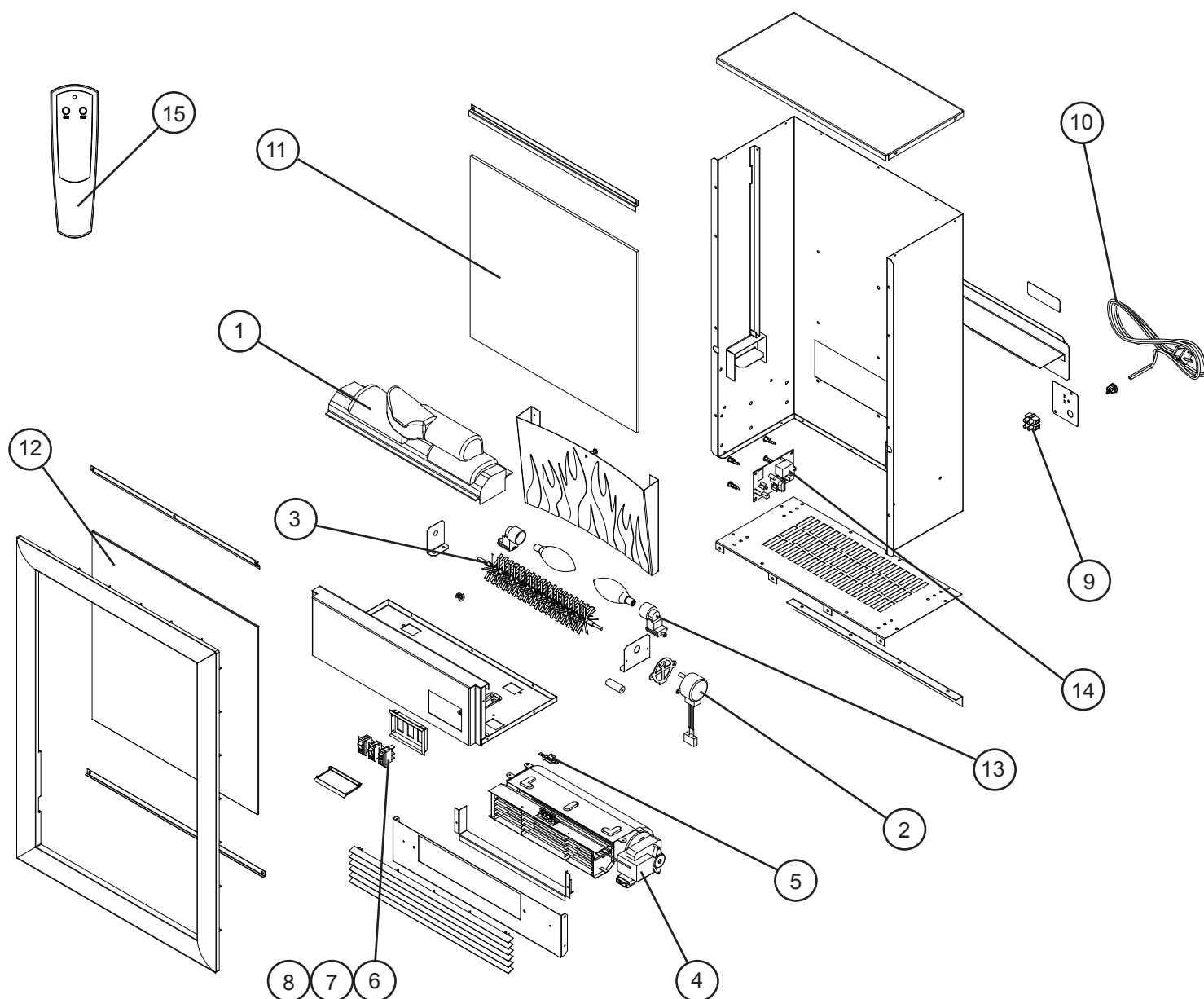
1. Depress tab on the battery cover on the back of the remote transmitter and remove battery cover (Figure 2).
2. Properly orientate and install one (1) 12 Volt (A23) battery into the remote control.
3. Replace the battery cover.

Resetting The Temperature Cutoff Switch

Should the fireplace overheat, an automatic cut out will turn the heater off and it will not come back on without being reset. It can be reset by switching Switch A (Figure 1 A) to OFF and waiting five (5) minutes before switching the unit back on.

⚠ **CAUTION:** If you need to continuously reset the heater, unplug the unit and call Dimplex North America Limited at 1-888-346-7539 for technical support.

Exploded Parts Diagram



Replacement Parts List

CFP3913

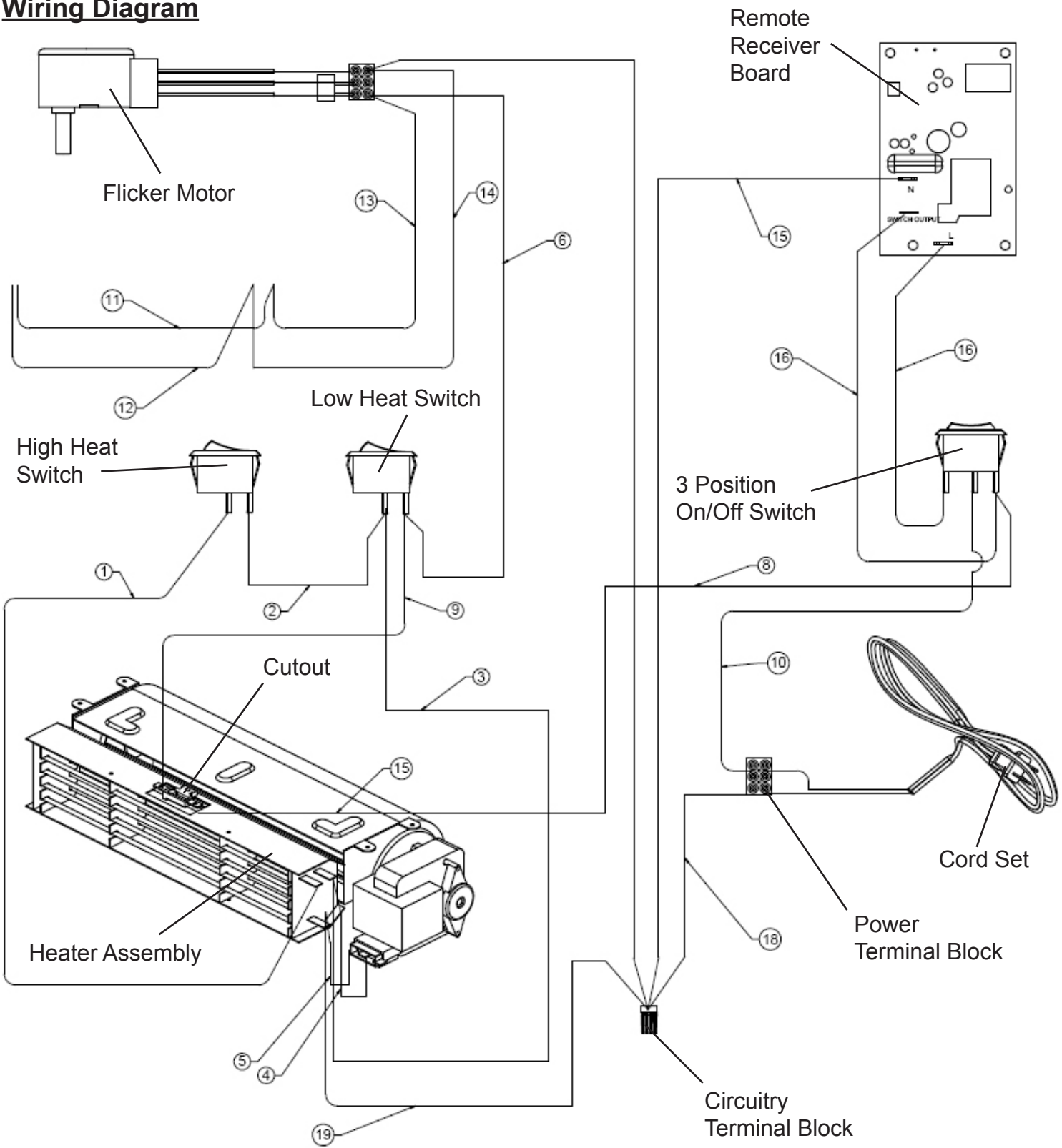
Part Number

6904890100

Replacement Part:

1. Log set.	0439290100RP	8. High Heat Switch (II)	2800071000RP
2. Flicker Motor	2000210100RP	9. Terminal Block (2 in unit)	4000120100RP
3. Flicker Rod	5901110100RP	10. Cord Set	4100090104RP
4. Heater Assembly	2200491000RP	11. Mirror	5900980100RP
5. Cutout	2300270100RP	12. Front Glass	5900930100RP
6. 3 Position On/Off Switch (I/O/II)	2800071100RP	13. Lamp holder	4200090100RP
7. Low Heat Switch (I)	2800070700RP	14. Remote Receiver	3000380200RP
		15. Remote Transmitter	3000370800RP

Wiring Diagram



Wire #	Colour						
1.	Yellow	6.	Red	11.	Black	16.	Red
2.	Grey	7.	Blue	12.	Blue	17.	Grey
3.	Grey	8.	Red	13.	Black	18.	Blue
4.	Grey	9.	Red	14.	Blue	19.	Blue
5.	Blue	10.	Black	15.	Blue		

Light Bulb Replacement

Allow at least five (5) minutes for light bulbs to cool before touching bulbs to avoid accidental burning of skin.

Light bulbs need to be replaced when you notice a dark section of the flame. There are two (2) bulbs behind the log set which generate the flames and embers.

Disconnect power before attempting any maintenance or cleaning to reduce the risk of electric shock or damage to persons.

Helpful Hints

It is a good idea to replace all light bulbs at one time if they are close to the end of their rated life. Group replacement will reduce the number of times you need to open the unit to replace light bulbs.

Lower Light Bulb Requirements

Quantity of two (2) clear chandelier or candelabra bulbs with an E-12 (small) socket base, 60 Watt rating.

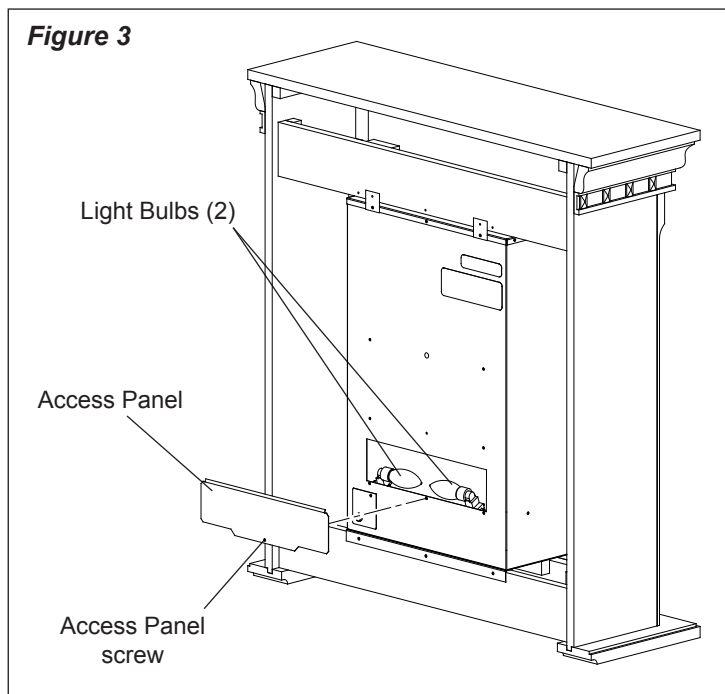
Do not exceed 60 Watts per bulb

To access the light bulb area (Figure 3):

1. Remove the one (1) silver Phillips screw on the Access Panel at the rear of the firebox and remove panel.
2. Examine the bulbs to determine which bulbs require replacement.
3. Hold the socket while unscrewing the bulb.
4. Hold the socket while screwing in the new bulb.
5. Reattach Access Panel with the screw removed in step 1.

! NOTE: The top tab of the Access Panel will tuck inside the firebox and the metal plate attached to the Access Panel will slide in, over the top of the light bulbs.

Figure 3



Mirror Replacement

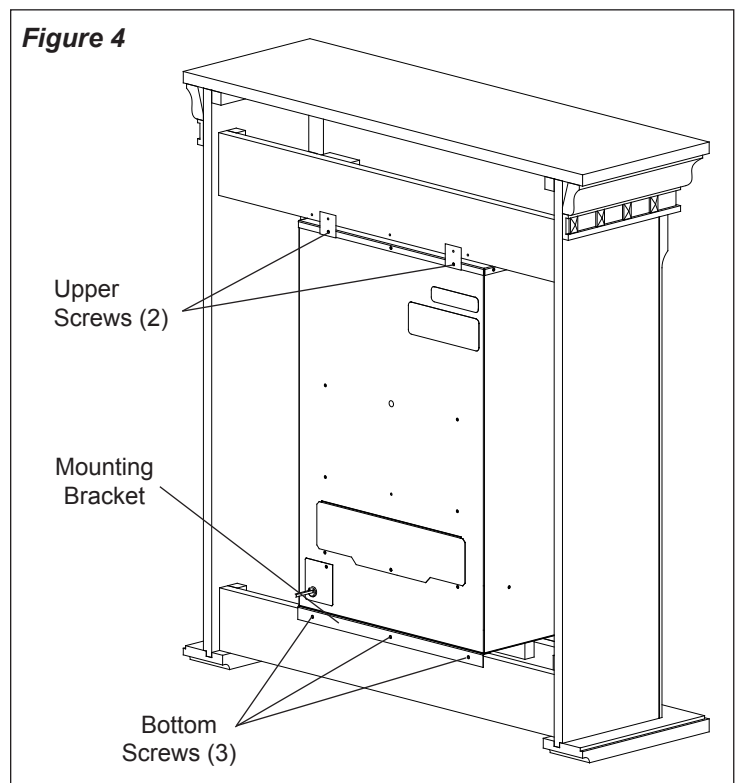
If the fireplace was operating prior to servicing allow at least five (5) minutes for light bulbs and heating element to cool off to avoid accidental burning of skin.

Disconnect power before attempting any maintenance or cleaning to reduce the risk of electric shock or damage to persons.

Replacement Procedure

1. Pull fireplace away from the wall far enough to access the back of the unit.
2. Remove one (1) Phillips screw from each of the two (2) brackets which attach the upper part of the firebox to the mantel, and remove the three (3) Phillips screws along the bottom edge (Figure 4).

Figure 4



3. Tilt up the top portion of the firebox until the metal Mounting Bracket clears the wood support of the mantel (Figure 4).
4. Push the firebox insert out the front of the mantel.
5. Turn firebox on it's front and remove the 12 Phillips screws that attach the Trim to the firebox (Figure 5, page 7).
6. Turn the unit upright and pull the Trim off of the firebox.
7. Remove the six (6) screws that attach the Top Panel to the firebox. There are: two (2) Phillips screws along each side at the top edge of the firebox; and three (3) Phillips screws at the back of the firebox, along the top edge (7 in total) (Figure 6). Remove the Top Panel.

Figure 5

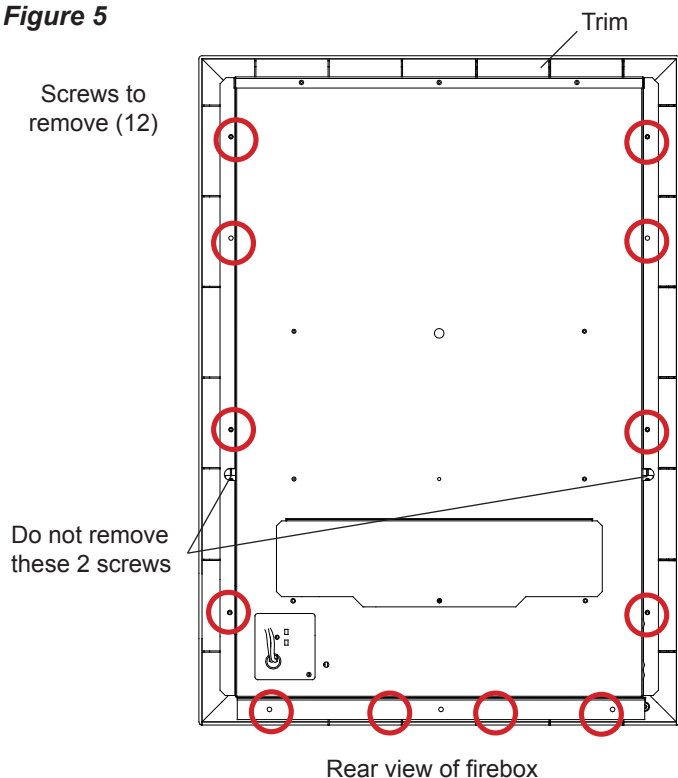
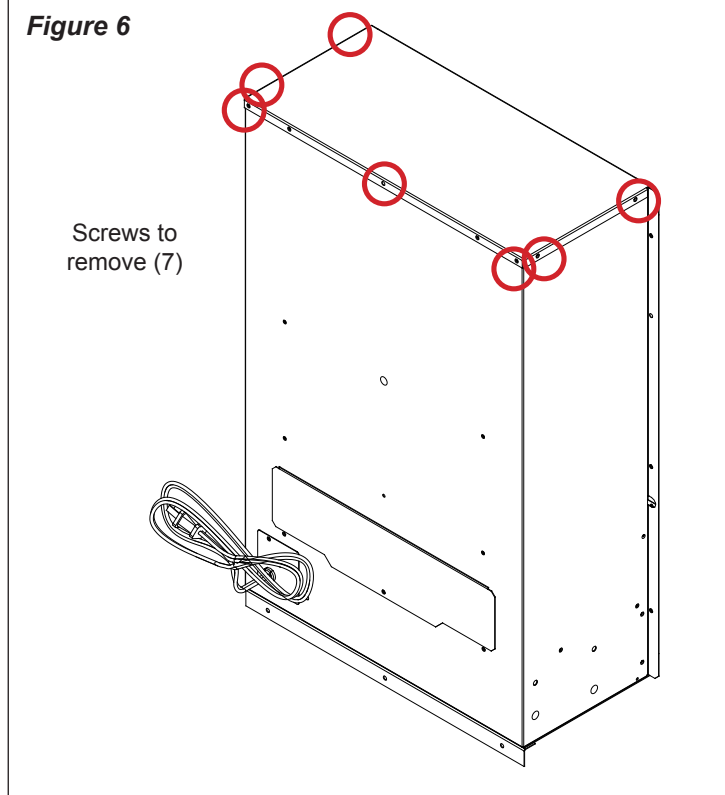
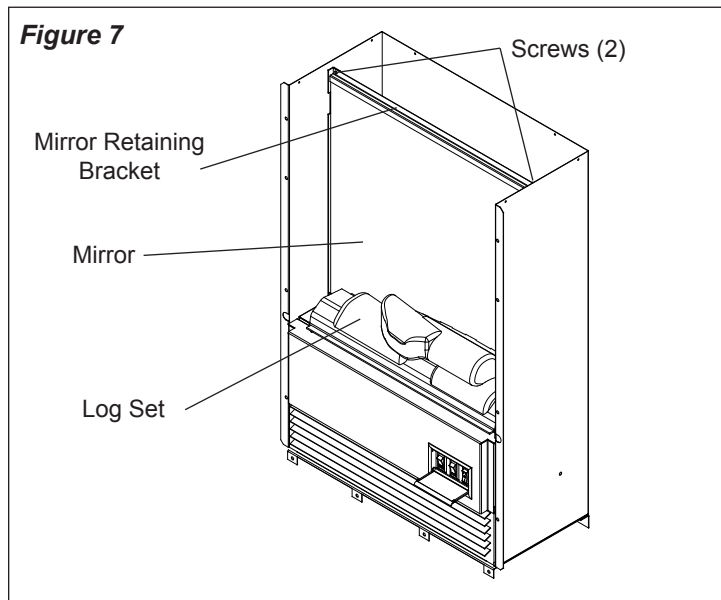


Figure 6



8. Remove the two (2) Phillips screws that attach the Mirror Retaining Bracket in place (Figure 7) and remove.
9. Slide mirror up from within the firebox to remove.
10. Properly orientate replacement mirror and slide it down into place behind Log Set.
11. Re-assemble firebox in reverse order as above.

Figure 7



Switch Replacement

If the fireplace was operating prior to servicing allow at least five (5) minutes for light bulbs and heating element to cool off to avoid accidental burning of skin.

Disconnect power before attempting any maintenance or cleaning to reduce the risk of electric shock or damage to persons.

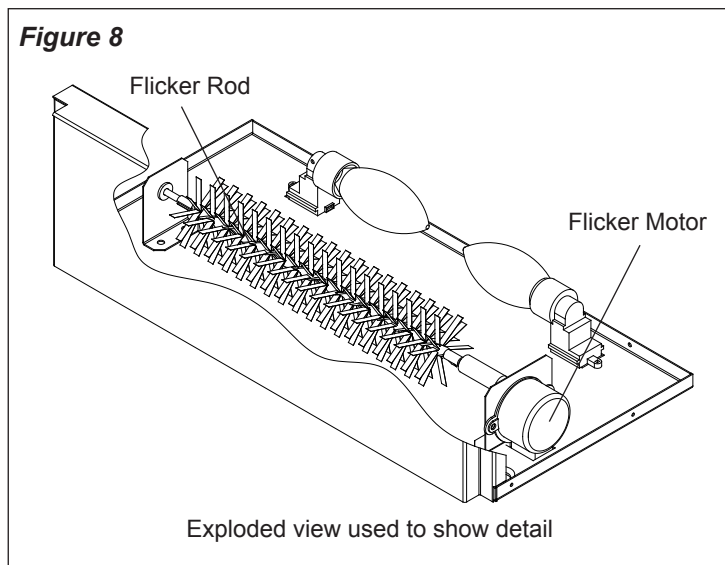
Each of the three (3) switches (3 Position On/Off Switch, Low Heat Switch and High Heat Switch) will have the same replacement procedure.

Replacement Procedure:

1. Pull fireplace away from the wall far enough to access the back of the unit.
2. Remove one (1) Phillips screw from each of the two (2) brackets which attach the upper part of the firebox to the mantel, and remove the three (3) Phillips screws along the bottom edge (Figure 4, page 6).
3. Tilt up the top portion of the firebox until the metal Mounting Bracket clears the wood support of the mantel (Figure 4).
4. Push the firebox insert out the front of the mantel.
5. Turn firebox on it's front and remove the 12 Phillips screws that attach the Trim to the firebox (Figure 5).
6. Turn the unit upright and pull the Trim off of the firebox.
7. Remove the seven (7) screws that attach the Top Panel to the firebox. There are: two (2) Phillips screws along each side at the top edge of the firebox; and three (3) Phillips screws at the back of the firebox, along the top edge (7 in total) (Figure 6). Remove the Top Panel.
8. Remove the two (2) Phillips screws that attach the Mirror Retaining Bracket in place (Figure 7) and remove.
9. Slide mirror up from within the firebox to remove.
10. Remove the Log Set by pulling it straight up and out of

the firebox.

11. Pull the Flicker Rod to the far right, towards the Flicker Motor, then bend it gently enough to clear the bracket on the left (Figure 8).

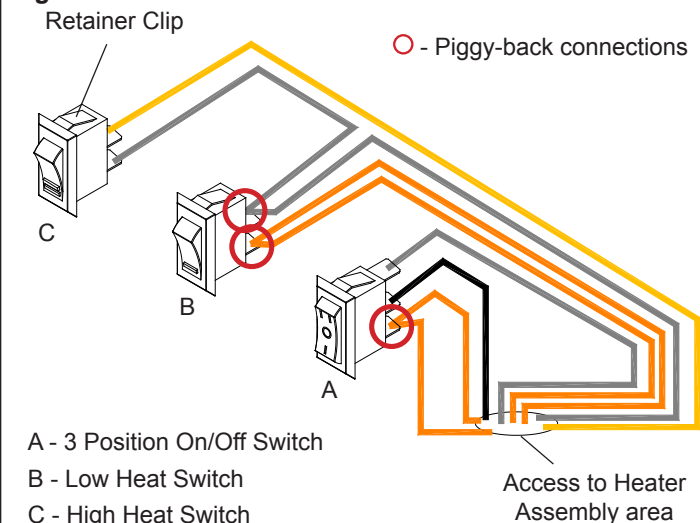


12. Pull the Flicker Rod carefully away from the Flicker Motor until cleared.
13. Remove all Wire Clips from the back of the switch to be replaced (Low Heat Switch will have two (2) clips, High Heat Switch and 3 Position On/Off Switch will have four (4)), noting their original positions.

! NOTE: It may be necessary to remove all Wire Clips in order to provide sufficient working room within the firebox. Be sure to note each wire's original location carefully.

13. Depress the two (2) Retainer Clips on the top and bottom of the switch and push the switch through the Control Panel to remove (Figure 9).
14. Properly orientate the replacement switch and push through the Control Panel until the Retainer Clips snap into place.
15. Re-connect the Wire Clips from step 11 (refer to Figure 9 and wiring diagram on page 5 for wiring assistance).
16. Re-assemble firebox following steps 1 - 12 in reverse order.

Figure 9



Wiring:

- Yellow wire from top terminal of High Heat Switch to Heater Element
- Grey wire from bottom terminal of High Heat Switch and piggy-back to Heater Element
- Piggy-back orange wires from bottom terminal of Low Heat Switch to Terminal Block and Cutout
- Grey wire from top terminal of 3 Position On/Off Switch to Remote Receiver Board
- Black wire from middle terminal of 3 Position On/Off Switch to Terminal Block for Power Cord
- Piggy-back orange wires from bottom terminal of 3 Position On/Off Switch to Remote Receiver Board and Cutout

Flicker Motor/Flicker Rod Replacement

If the fireplace was operating prior to servicing allow at least five (5) minutes for light bulbs and heating element to cool off to avoid accidental burning of skin.

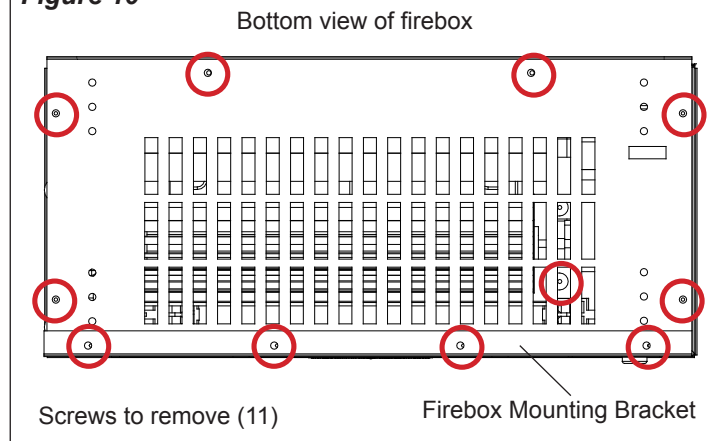
Disconnect power before attempting any maintenance or cleaning to reduce the risk of electric shock or damage to persons.

Replacement Procedure:

1. Pull fireplace away from the wall far enough to access the back of the unit.
2. Remove one (1) Phillips screw from each of the two (2) brackets which attach the upper part of the firebox to the mantel, and remove the three (3) Phillips screws along the bottom edge (Figure 4, page 6).
3. Tilt up the top portion of the firebox until the metal Mounting Bracket clears the wood support of the mantel (Figure 4).
4. Push the firebox insert out the front of the mantel.
5. Turn firebox on it's front and remove the 12 Phillips screws that attach the Trim to the firebox (Figure 5, page 7).
6. Turn the unit upright and pull the Trim off of the firebox.

7. Remove the seven (7) screws that attach the Top Panel to the firebox. There are: two (2) Phillips screws along each side at the top edge of the firebox; and three (3) Phillips screws at the back of the firebox, along the top edge (Figure 6, page 7). Remove the Top Panel.
 8. Remove the two (2) Phillips screws that attach the Mirror Retaining Bracket in place (Figure 7, page 7) and remove.
 9. Slide mirror up from within the firebox to remove.
 10. Remove the Log Set by pulling it straight up and out of the firebox.
 11. Pull the Flicker Rod to the far right, towards the Flicker Motor, then bend it gently enough to clear the bracket on the left (Figure 8, page 8).
 12. Pull the Flicker Rod carefully away from the Flicker Motor until cleared.
- ! NOTE:** If the Flicker Rod is the only item to be replaced, install replacement Flicker Rod now and re-assemble firebox following steps 1 through 10 as above. Otherwise, continue to step 13.
13. Turn the firebox onto it's back.
 14. On the bottom of the unit, remove: four (4) Phillips screws along the bottom edge of the firebox (the firebox Mounting Bracket will separate here as well); two (2) screws along each side; two (2) screws under the front edge of the firebox; and one (1) screw which connects to the Heater Assembly (Figure 10). The Bottom Panel can now be removed.

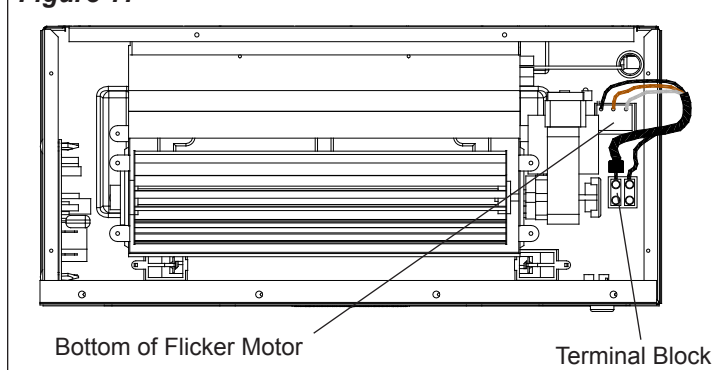
Figure 10



15. Remove all zip ties that bind wires together at the side of the Heater Assembly.
16. With the Terminal Block exposed, use a small flat head screwdriver to loosen the screws clamping the two (2) wires from the Flicker Motor (Figure 11).

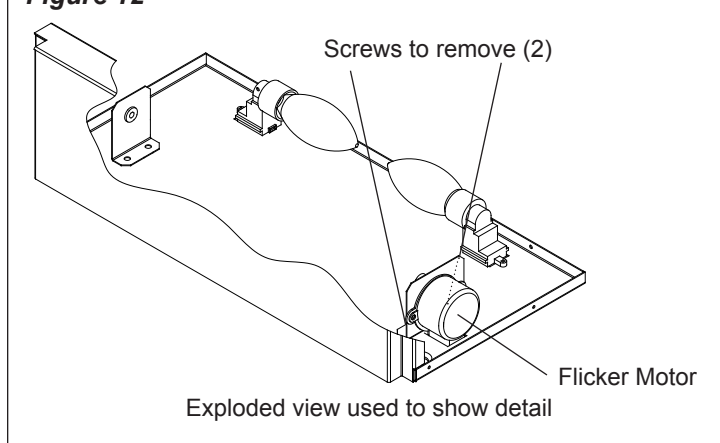
! NOTE: The black, brown and white wires from the Flicker Motor will combine briefly into one. The black wire will again splice away and connect directly to the Terminal Block as shown in Figure 11.

Figure 11



17. Ensure the wires loosened in step 16 are free to be pulled through the sheet metal above.
18. Turn the firebox right side up.
19. Remove the two (2) Phillips screws that attach the Flicker Motor and the Flicker Motor Bracket to the sheet metal of the firebox (Figure 12). Remove motor and bracket from firebox, carefully pulling the wires leading from the motor out from the bottom portion of the firebox.

Figure 12



20. Remove the Phillips screw from either side of the Flicker Motor (two (2) in total) to remove the motor from the bracket.

! NOTE: Ensure that the rubber spacer from between the motor and bracket is retained, as it will be needed for reassembly.

21. Discard the old Flicker Motor.
22. Properly orientate the replacement Flicker Motor on the bracket and attach to the Mounting Bracket using screws from step 20. Be sure to include the rubber spacer removed above.
21. Referring to Figure 12 for the position of the Flicker Motor and Bracket, feed the wires from the Flicker Motor down through the square hole in the sheet metal below where the motor and bracket will be mounted inside the firebox.
22. Attach the Flicker Motor and Bracket to the sheet metal using the two (2) screws removed in step 19.

23. Turn firebox on it's back.
24. Referring to Figure 11 (page 9), reconnect the single black wire from the Flicker Motor to the upper, right terminal of the Terminal Block, the other wire (a combination of the white and brown wire) reconnected to the upper, left terminal, and clamp both down by tightening the screws of the Terminal Block.
23. Follow steps 1 through 14 in reverse order to reassemble the fireplace.

Heater Assembly/Cutout Replacement

If the fireplace was operating prior to servicing allow at least five (5) minutes for light bulbs and heating element to cool off to avoid accidental burning of skin.

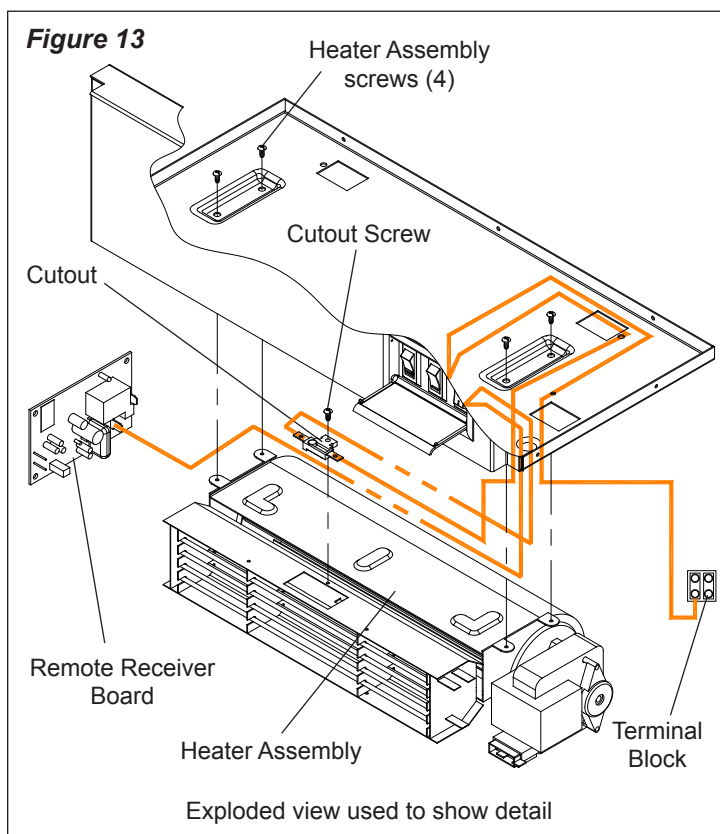
Disconnect power before attempting any maintenance or cleaning to reduce the risk of electric shock or damage to persons.

Replacement Procedure

1. Pull fireplace away from the wall far enough to access the back of the unit.
2. Remove one (1) Phillips screw from each of the two (2) brackets which attach the upper part of the firebox to the mantel, and remove the three (3) Phillips screws along the bottom edge (Figure 4, page 6).
3. Tilt up the top portion of the firebox until the metal Mounting Bracket clears the wood support of the mantel (Figure 4).
4. Push the firebox insert out the front of the mantel.
5. Turn firebox on it's front and remove the 12 Phillips screws that attach the Trim to the firebox (Figure 5, page 7).
6. Turn the unit upright and pull the Trim off of the firebox.
7. Remove the seven (7) screws that attach the Top Panel to the firebox. There are: two (2) Phillips screws along each side at the top edge of the firebox; and three (3) Phillips screws at the back of the firebox, along the top edge (Figure 6, page 7). Remove the Top Panel.
8. Remove the two (2) Phillips screws that attach the Mirror Retaining Bracket in place (Figure 7, page 7) and remove.
9. Slide Mirror up from within the firebox to remove.
10. Remove the Log Set by pulling it straight up and out of the firebox.
11. Pull the Flicker Rod to the far right, towards the Flicker Motor, then bend it gently enough to clear the bracket on the left (Figure 8, page 8).
12. Pull the Flicker Rod carefully away from the Flicker Motor until cleared.
13. Turn the firebox onto it's back.
14. On the bottom of the unit, remove: four (4) Phillips screws along the bottom edge of the firebox (the firebox

Mounting Bracket will separate here as well); two (2) screws along each side; two (2) screws under the front edge of the firebox; and one (1) screw which connects to the Heater Assembly (Figure 10, page 9). The Bottom Panel can now be removed.

15. Carefully turn firebox right side up and remove the four (4) Phillips screws from inside the firebox as shown in Figure 13 to release the Heater Assembly.
16. Carefully return the firebox onto it's back, supporting the now loose Heater Assembly below.



Cutout Replacement

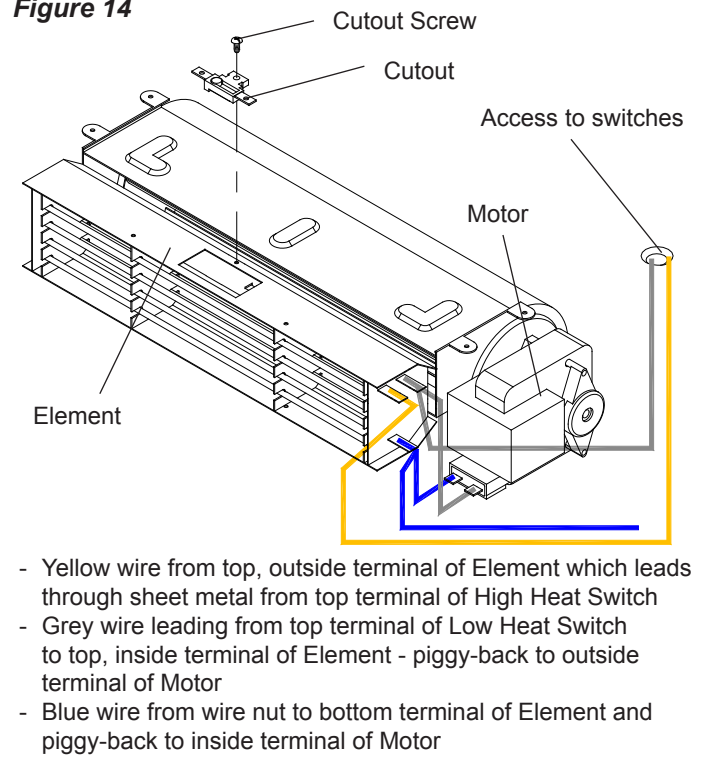
- i) Using side cutters, cut all zip ties that bind wires together.
- ii) Carefully pull Heater Assembly away from firebox and while supporting the Heater Assembly, remove the one (1) Phillips screw that attaches the Cutout to the Heater Assembly (Figure 13).
- iii) Gently swivel the Heater Assembly away from the firebox to maximize working room within the firebox.
- iv) Using side cutters, cut any zip ties that are fastened to the black sheathed group of wires that rests behind where the Heater Assembly once was.
- v) Disconnect the orange wire clip that connects to the Remote Receiver Board and carefully feed it through the black sheathing (Figure 13).
- vi) Using a small flat head screwdriver, loosen the screw which clamps the orange wire leading to the Terminal Block (there are two (2) Terminal Blocks - the orange wire connects to the Terminal Block that is mounted to the underside of where the Flicker Motor was mounted) (Figure 13).

- vii) From within the firebox, disconnect the two (2) orange wires that connect to the back of the Low Heat Switch and the 3 Position On/Off Switch (there are four (4) wires and four (4) clips in total, but the wires are paired into two (2) piggy-back connections - one (1) per switch) (Figure 13).
- viii) Feed all disconnected orange wires through the sheet metal and remove the Cutout and wires from the firebox.
- ix) Feed the longest of the two (2) orange wires from the replacement Cutout through the black sheathing leading to the Remote Receiver Board and connect the wire clip to the empty terminal (from step v.).
- x) Following the long orange wire, bend it's piggy-back clip connection and feed it up through the sheet metal and connect them to the bottom terminal of the 3 Position On/Off Switch (Figure 13).
- xi) The shorter or the two (2) orange wires from the replacement Cutout will have a flattened, bare end. Connect this to the bottom, left terminal of the Terminal Block mounted to the sheet metal under the Flicker Motor. Be certain that the black wire from the Light Wire Harness is connected with this orange wire in the Terminal Block.
- xii) Following the shorter orange wire just connected to the Terminal Block, bend it's piggy-back clip connection and feed up through the sheet metal and connect them to the bottom terminal of the Low Heat Switch (Figure 13).
- xiii) Pull the orange wires gently to tighten the slack and connect the Cutout to the Heater Assembly using the small Phillips screw removed in step ii (Figure 13).
- xiv) Follow steps 1 through 15 in reverse order to reassemble the fireplace.

Heater Assembly Replacement

- i) Disconnect all wire clips from the Heater Assembly noting their original positions.
- ii) Remove the one (1) small Phillips screw which attaches the Cutout to the Heater Assembly.
- iii) Reconnect all wire clips from step i (refer to Figure 14 and the wiring diagram on page 5 for assistance).
- iv) Reattach Cutout to Heater Assembly using small Phillips screw removed in step ii.
- v) Follow steps 1 through 15 in reverse order to reassemble the fireplace.

Figure 14



Remote Receiver Board Replacement

If the fireplace was operating prior to servicing allow at least five (5) minutes for light bulbs and heating element to cool off to avoid accidental burning of skin.

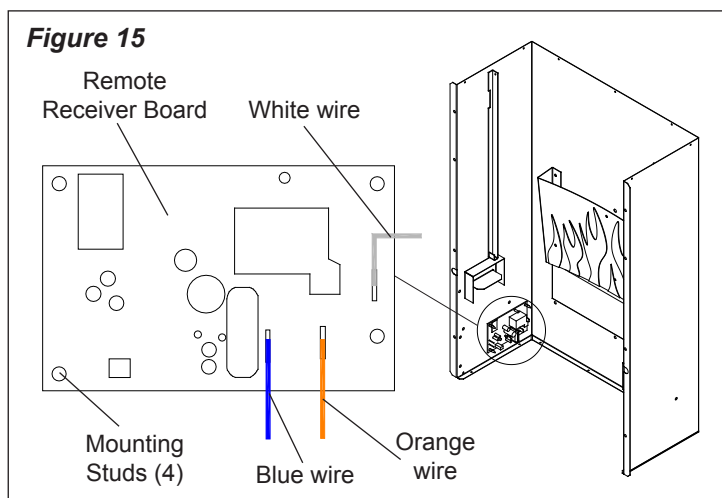
Disconnect power before attempting any maintenance or cleaning to reduce the risk of electric shock or damage to persons.

Replacement Procedure:

1. Pull fireplace away from the wall far enough to access the back of the unit.
2. Remove one (1) Phillips screw from each of the two (2) brackets which attach the upper part of the firebox to the mantel, and remove the three (3) Phillips screws along the bottom edge (Figure 4, page 6).
3. Tilt up the top portion of the firebox until the metal Mounting Bracket clears the wood support of the mantel (Figure 4).
4. Push the firebox insert out the front of the mantel.
5. Turn firebox on it's front and remove the 12 Phillips screws that attach the Trim to the firebox (Figure 5, page 7).
6. Turn the unit upright and pull the Trim off of the firebox.
7. Remove the seven (7) screws that attach the Top Panel to the firebox. There are: two (2) Phillips screws along each side at the top edge of the firebox; and three (3) Phillips screws at the back of the firebox, along the top edge (Figure 6, page 7). Remove the Top Panel.
8. Remove the two (2) Phillips screws that attach the

Mirror Retaining Bracket in place (Figure 7, page 7) and remove.

9. Slide Mirror up from within the firebox to remove.
10. Remove the Log Set by pulling it straight up and out of the firebox.
11. Pull the Flicker Rod to the far right, towards the Flicker Motor, then bend it gently enough to clear the bracket on the left (Figure 8, page 8).
12. Pull the Flicker Rod carefully away from the Flicker Motor until cleared.
13. Turn the firebox onto it's back.
14. On the bottom of the unit, remove: four (4) Phillips screws along the bottom edge of the firebox (the firebox Mounting Bracket will separate here as well); two (2) screws along each side; two (2) screws under the front edge of the firebox; and one (1) screw which connects to the Heater Assembly (Figure 10, page 9). The Bottom Panel can now be removed.
15. Carefully turn firebox right side up and remove the four (4) Phillips screws from inside the firebox as shown in Figure 13 (page 10) to release the Heater Assembly.
16. Carefully return the firebox onto it's back, supporting the now loose Heater Assembly below.
17. Pull gently on the Heater Assembly in order to angle it outwards from the firebox and maximize working space inside the heater compartment.
18. The Remote Receiver Board is mounted to the side of the firebox (Figure 15) by four (4) Mounting Studs, located in each corner of the Receiver Board. Remove each of the three (3) wire clips from the board.



19. Either squeeze the clasp of each Mounting Stud to release, or use side cutters to cut and clear them from both board and chassis (replacement studs will be included with the replacement part) and remove the defective Receiver Board.
20. Properly orientate the replacement Receiver Board and push it onto the four (4) Mounting Studs until snapped into place (if the studs were cut, replacements will need

to be inserted through the sheet metal of the chassis from the outside).

21. Reconnect the three (3) wire clips from step 18 following Figure 15 as a guide.
22. Follow steps 1 through 17 in reverse order to reassemble the fireplace.

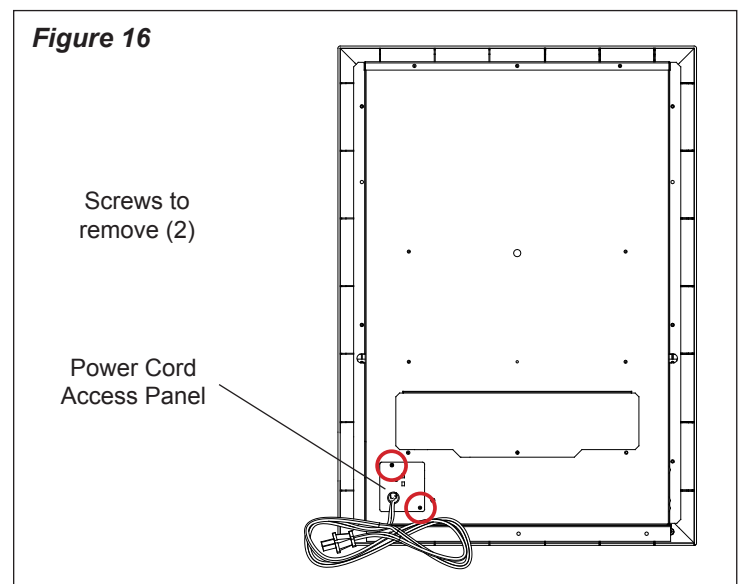
Power Cord Replacement

If the fireplace was operating prior to servicing allow at least five (5) minutes for light bulbs and heating element to cool off to avoid accidental burning of skin.

Disconnect power before attempting any maintenance or cleaning to reduce the risk of electric shock or damage to persons.

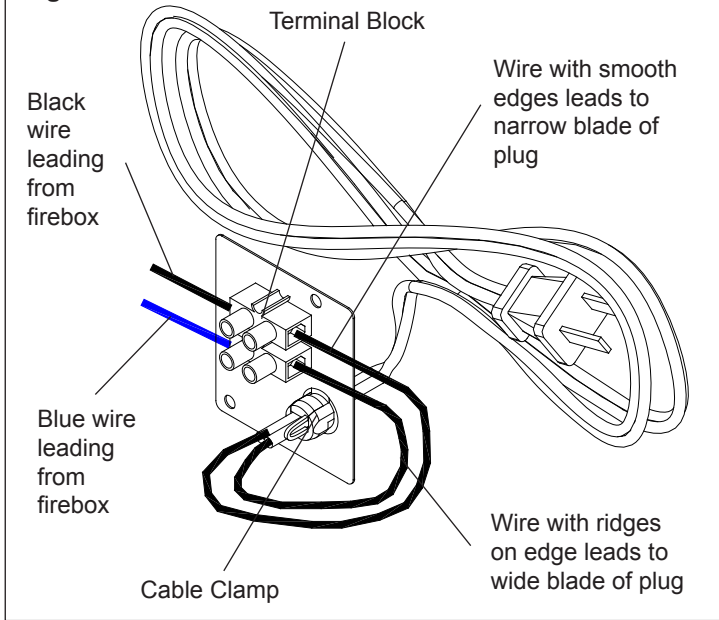
Replacement Procedure:

1. Pull fireplace away from the wall far enough to access the back of the unit.
 - ! **NOTE:** Although it is not necessary to remove the firebox insert from the mantel, we suggest doing so for better manageability.
2. Remove two (2) Phillips screws from each of the four (4) brackets which attach the firebox to the mantel (Figure 4, page 6).
3. Carefully push firebox out the front of the mantel to remove (Figure 5, page 6).
4. Gently turn the firebox so that it rests on its front surface.
5. On the Back Panel of the firebox, remove the two (2) Phillips screws that hold the Power Cord Access Panel in place (Figure 16).



6. Gently pull the cord and Access Panel away from the firebox to allow enough slack in the wires to work.
7. Refer to Figure 17 and using a small, flat head

Figure 17



screwdriver, release the two (2) black wires from the Terminal Block (turn the screws of the Terminal Block counter-clockwise) which lead from the Power Cord. Take note of their original positions.

8. Use pliers to squeeze the portion of the Cable Clamp (Figure 17) that sits on the inside of the Access Panel and push cord and clamp through the panel.
9. Release the cord from the clamp.
10. Feed replacement Power Cord through the hole in the Access Panel and connect the two (2) ends of the Power Cord to the Terminal Block.

The smooth edged side of the Power Cord leads from the narrow blade of the plug and will connect to the terminal opposite to the black wire from within the firebox. The side of the Power Cord with ridges leads from the wide blade of the plug and connects to the terminal opposite the blue wire from the firebox.

11. Affix the Cable Clamp to the Power Cord close to the Access Panel and push clamp and cable through the Access Panel to secure in place.
12. Reattach Access Panel to chassis using the two (2) screws removed in step 2.
13. Follow steps 1 through 3 in reverse order to reassemble fireplace.